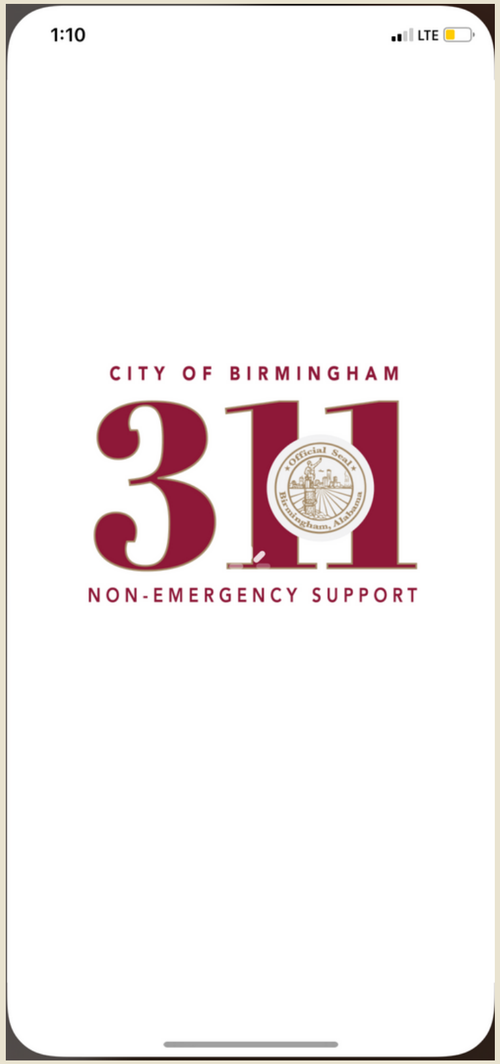
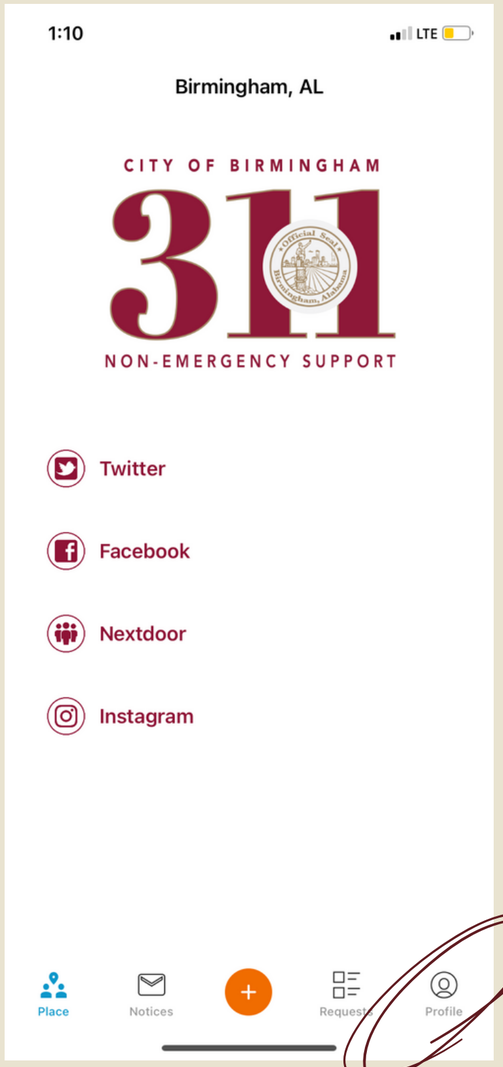



# How to Create a 311 App Account

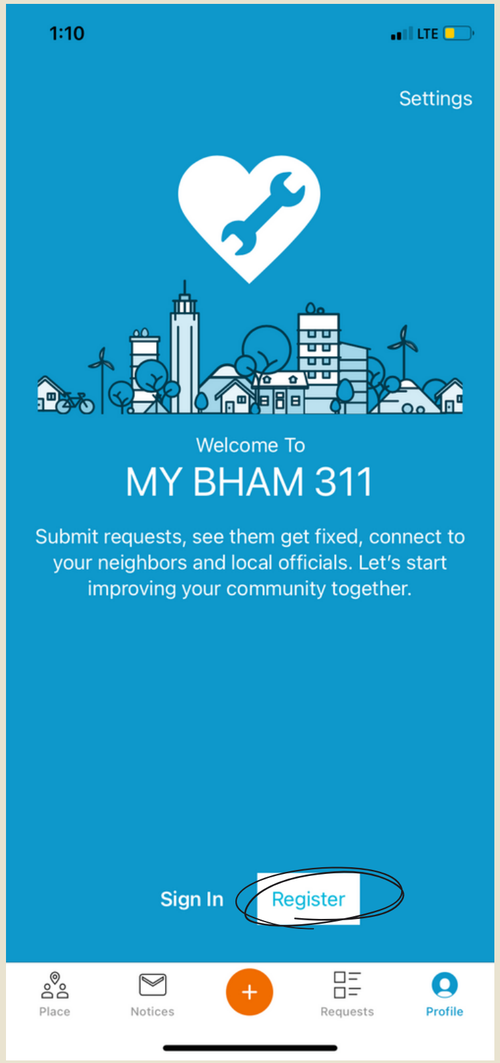
## Step 1

Open the My BHAM 311 app and select Profile at the bottom of the application screen

# How to Create a 311 App Account

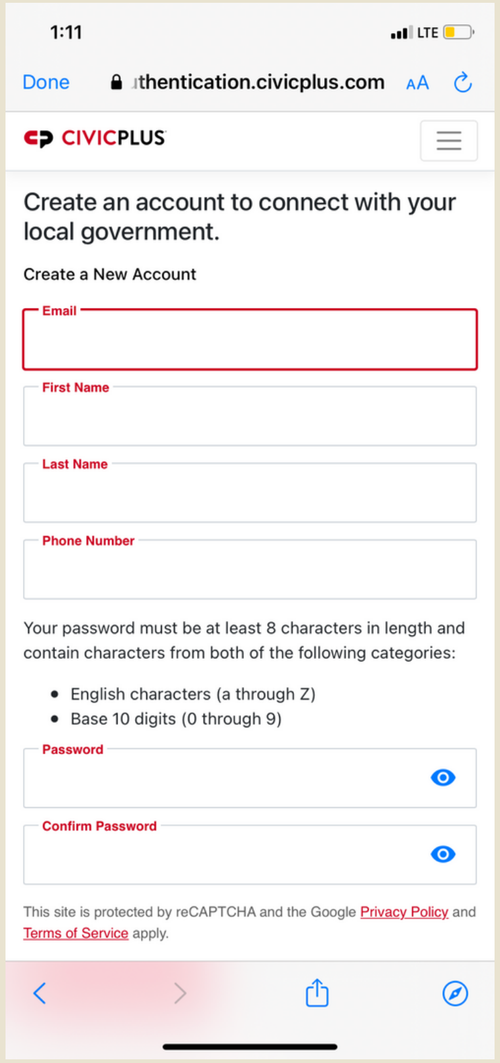
## Step 2

Click Register to launch the CivicPlus registration window




*New app users will see a bright blue Welcome to MY BHAM 311 screen after clicking Profile

*Option 1

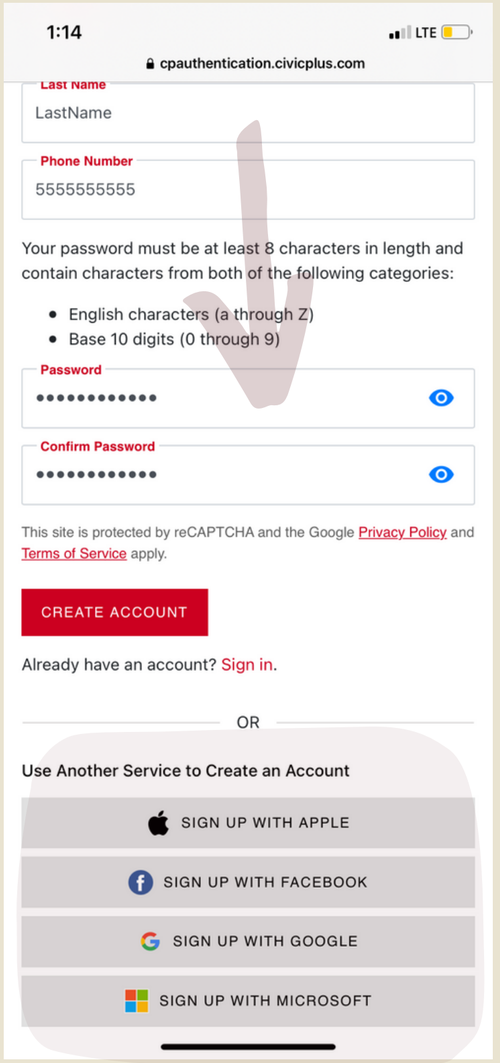



Registration Methods

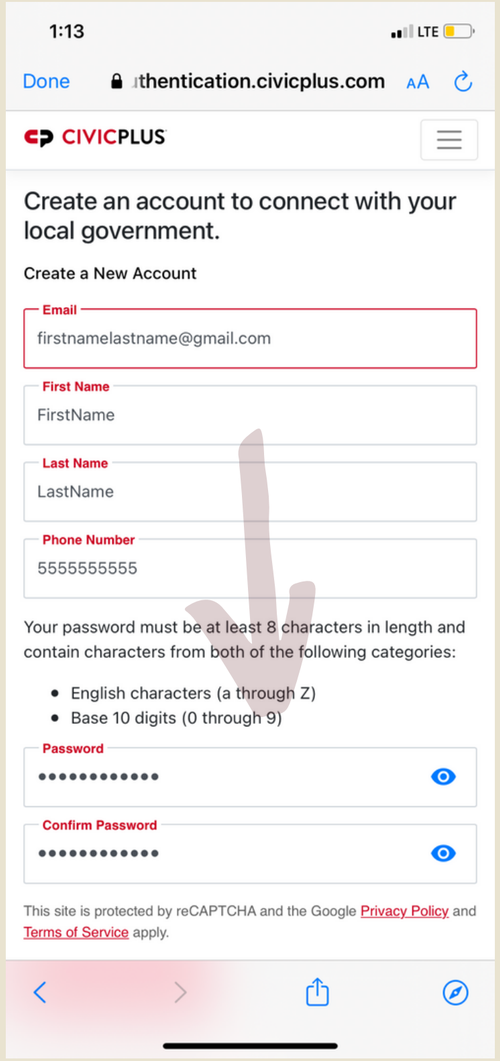
# How to Create a 311 App Account

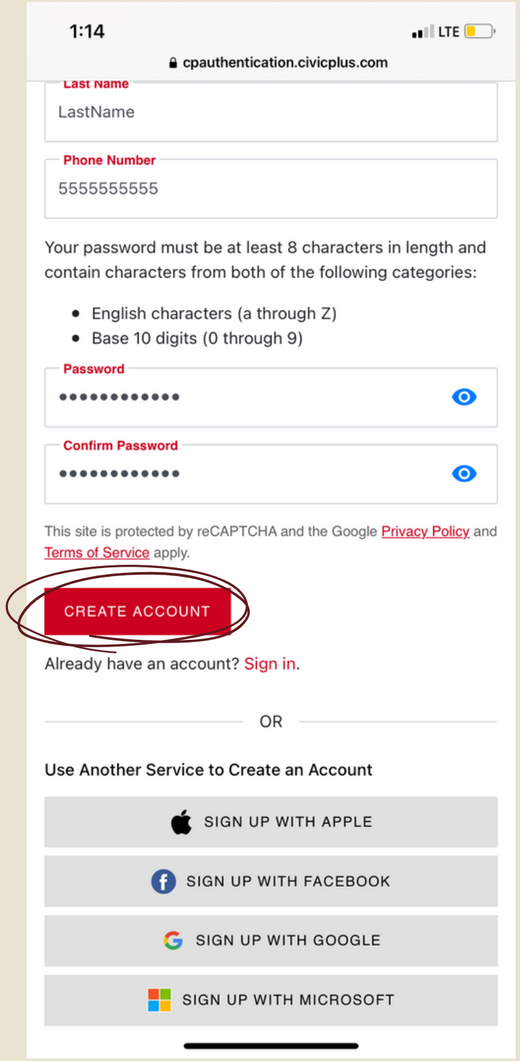
## Step 3

Enter required information at the top of CivicPlus registration window, or scroll down & register using your secure login from Apple ID, Facebook, Google, or Microsoft




*Option 2




# How to Create a 311 App Account

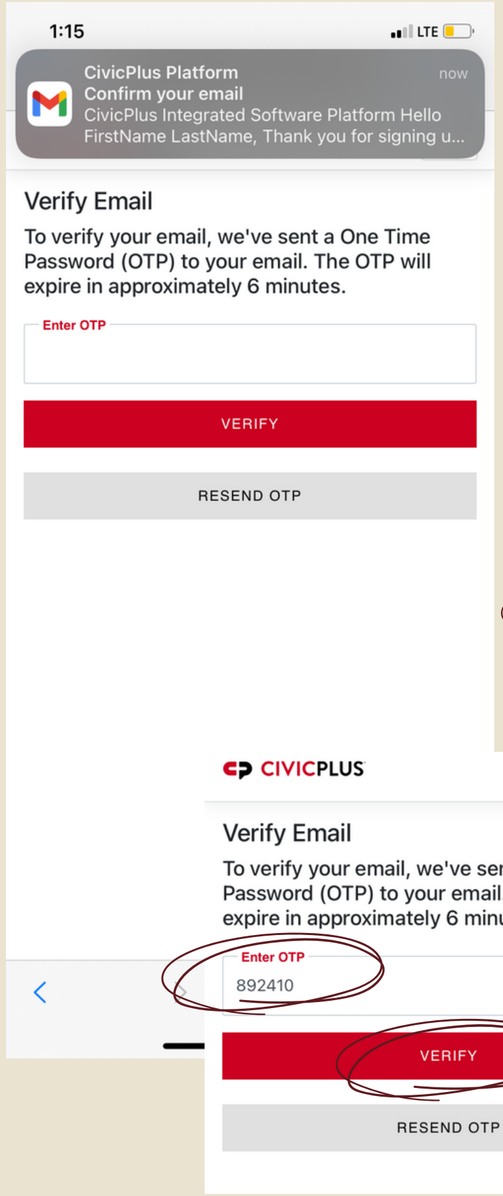
## Step 4

Scroll down & select Create Account when required information is complete

# How to Create a 311 App Account

## Step 5

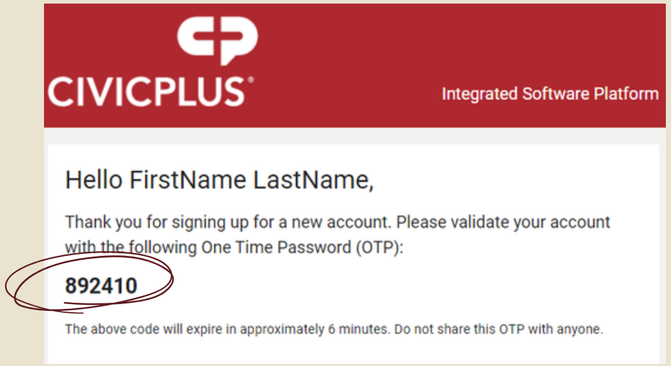
Please continue and verify the email entered on the registration screen



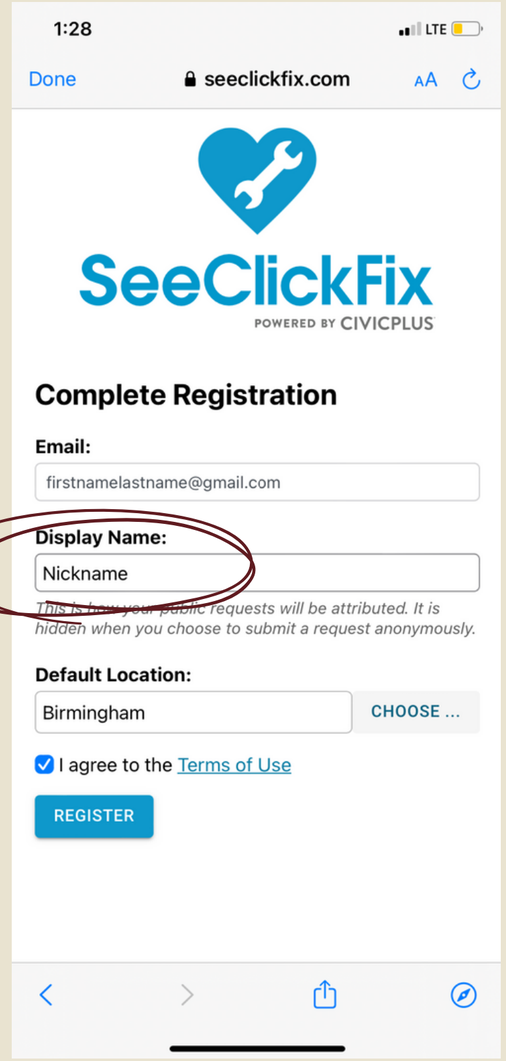

*From your email inbox, open the email from CivicPlus Platform

Subject Line "Confirm your email"

Retrieve the 6-digit code
i.e. 892410




*Enter the 6-digit code in the 'Enter OTP' text field, then Click Verify.




# How to Create a 311 App Account

## Step 6

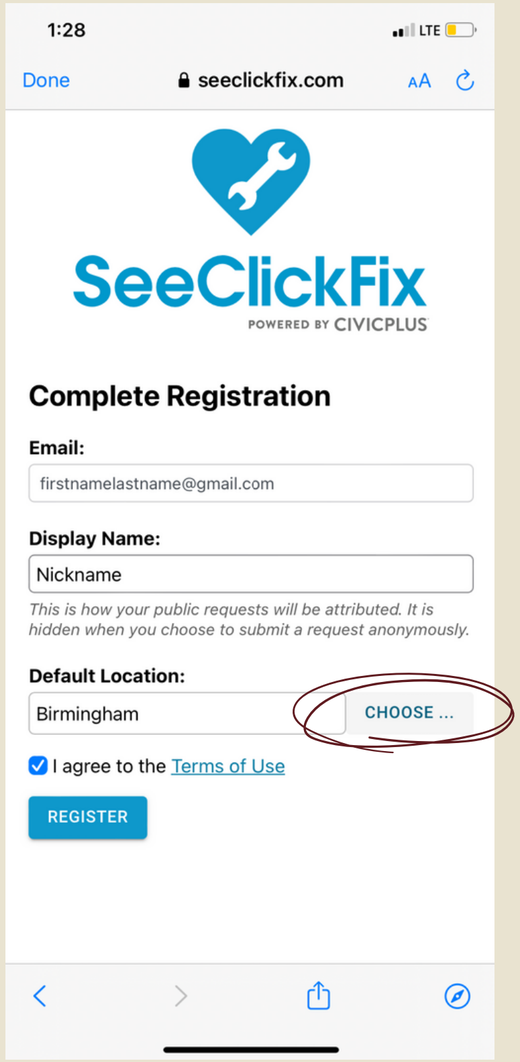
To continue registration, please enter a Display Name

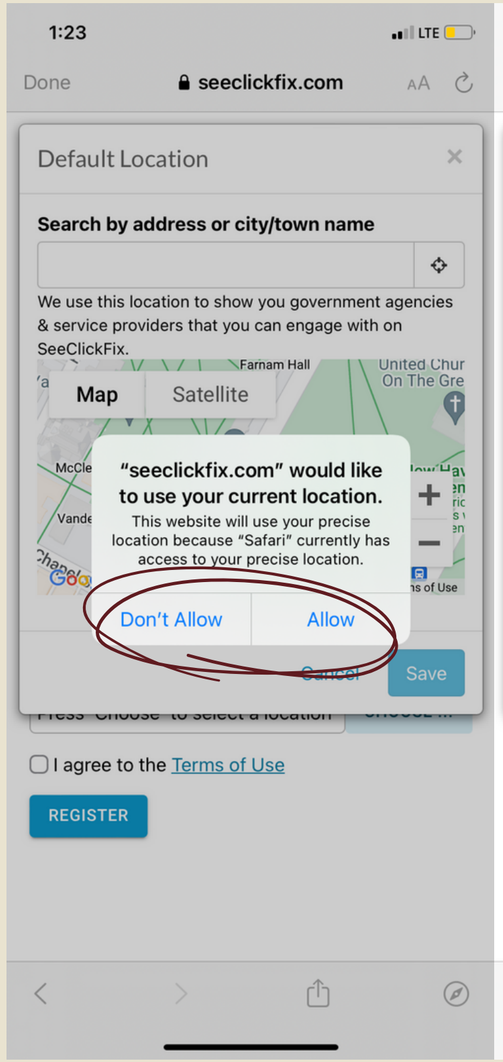
Default Location

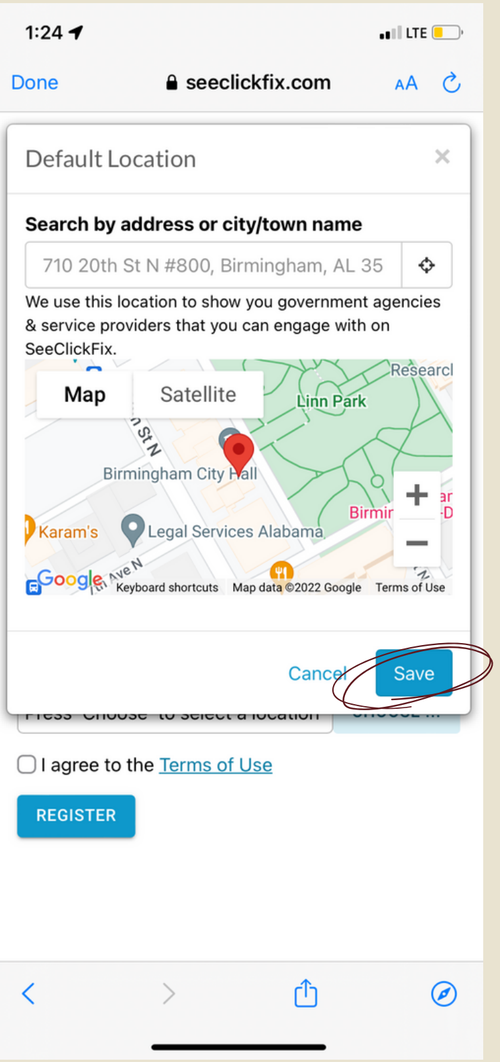
# How to Create a 311 App Account

## Step 7

Set a Default Location by clicking Choose. Click Allow for the site to auto detect your location, or click Don't Allow to enter your default location manually.



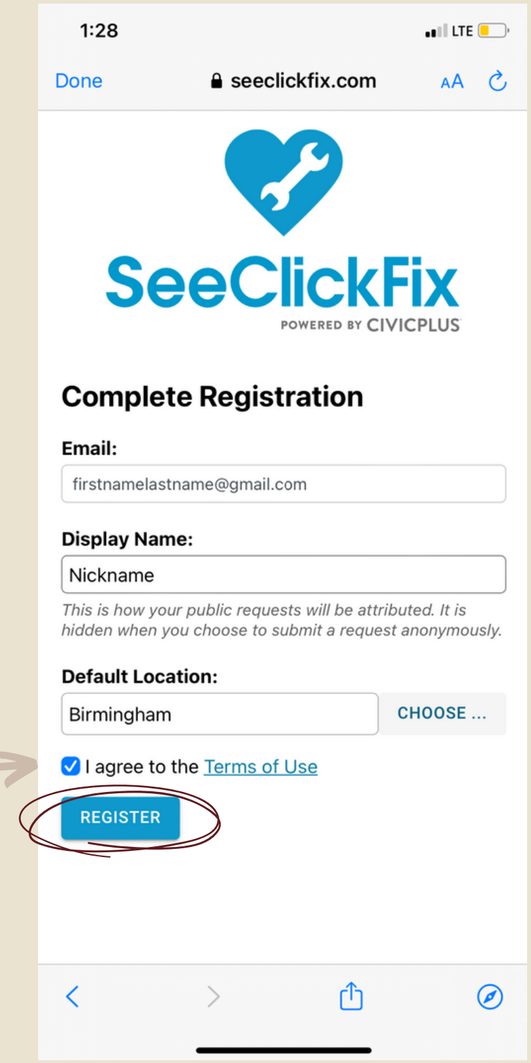




*Note: We use this location to show you government agencies & service providers that you can engage with. Click Save when your Default Location is accurate in the 'Search by address' box and on the map display.

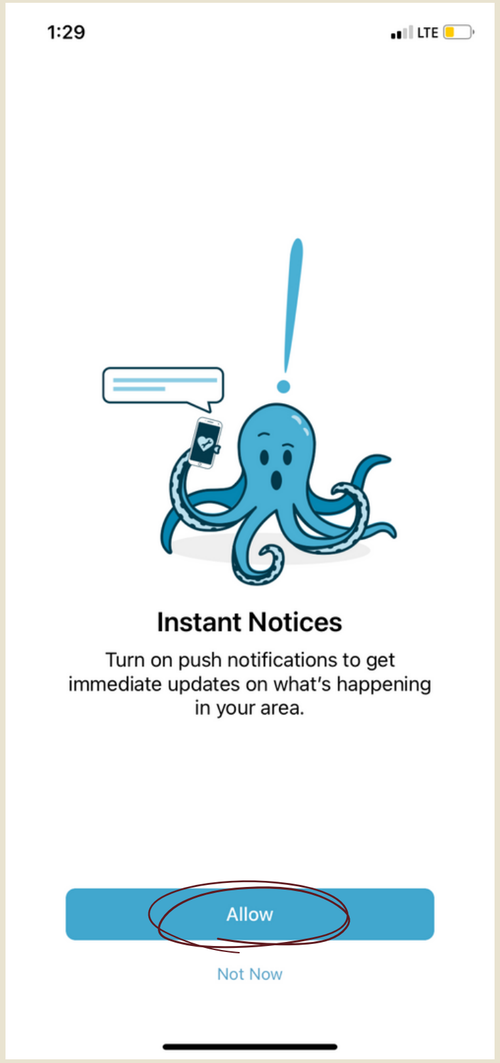
# How to Create a 311 App Account

## Step 8

Please review the Terms of Use, then check the box next to 'I agree to the Terms of Use' to proceed. Then click Register.



*Screen 1

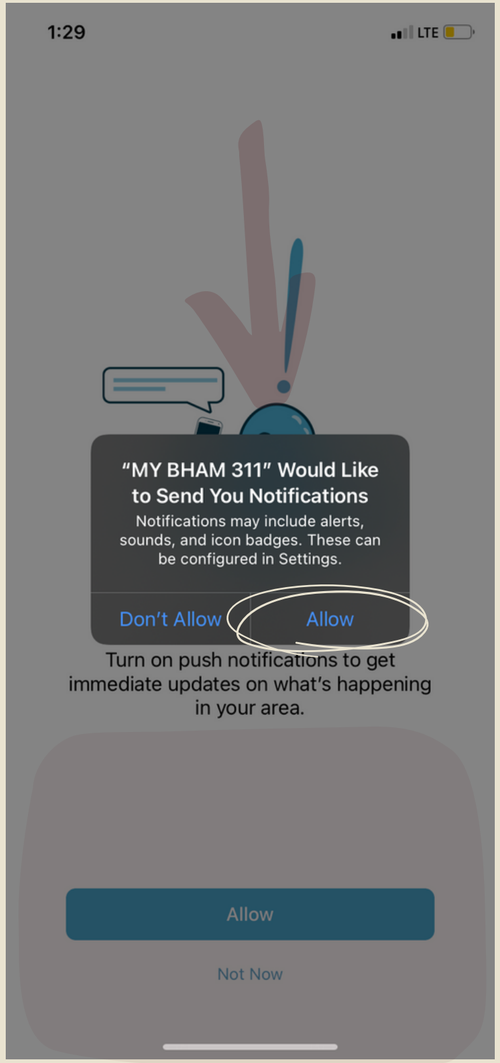



Push Notifications

# How to Create a 311 App Account

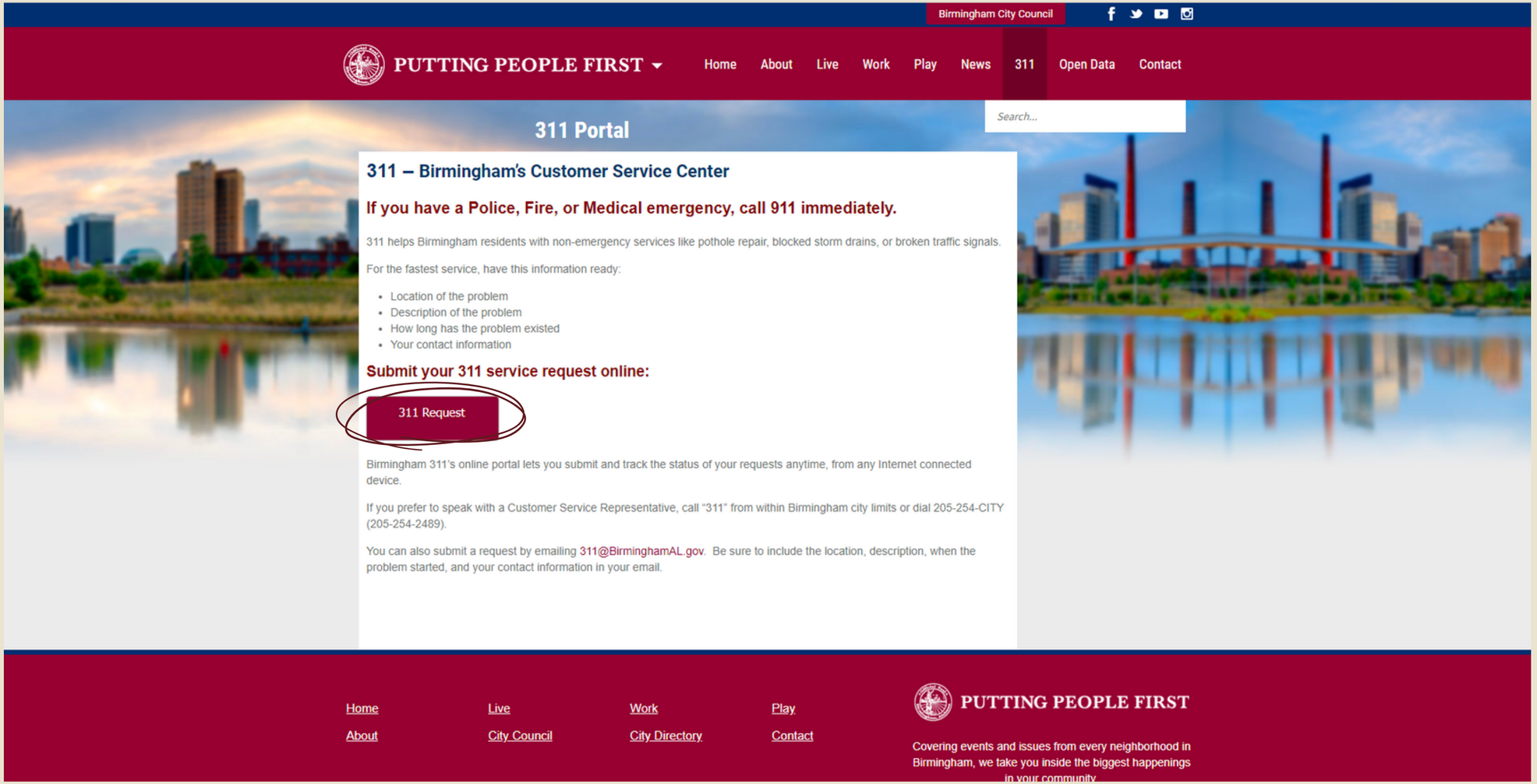
## Step 9

Turn on push notifications by clicking Allow or select Not Now at bottom of screen to continue. Click Allow once more to confirm. This completes registration.




*Screen 2

# How to Create a 311 Customer Service Account




## Step 1

Enter https://www.birminghamal.gov/311 in web address bar to begin and select 311 Request button to enter the portal

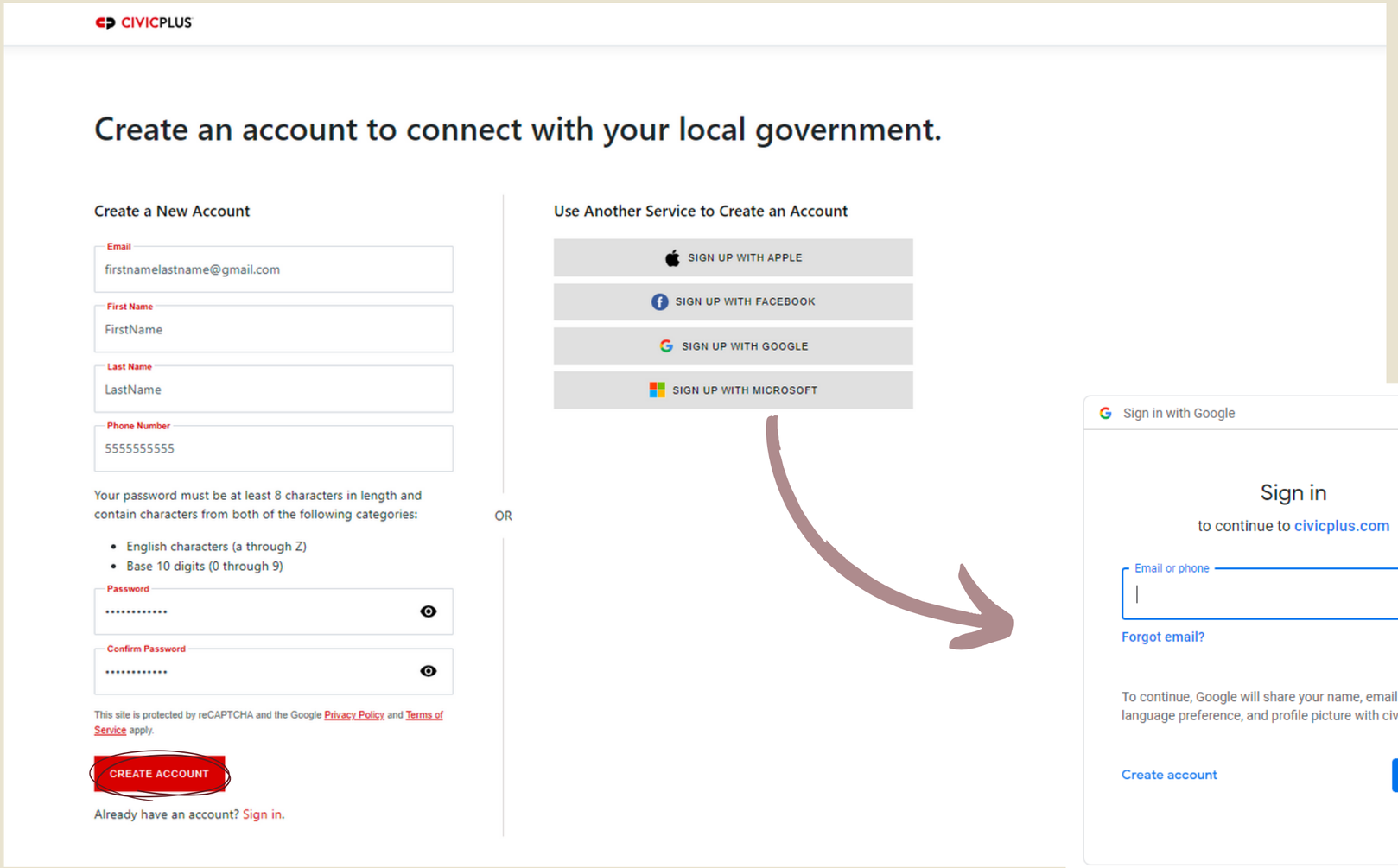
# How to Create a 311 Customer Service Account

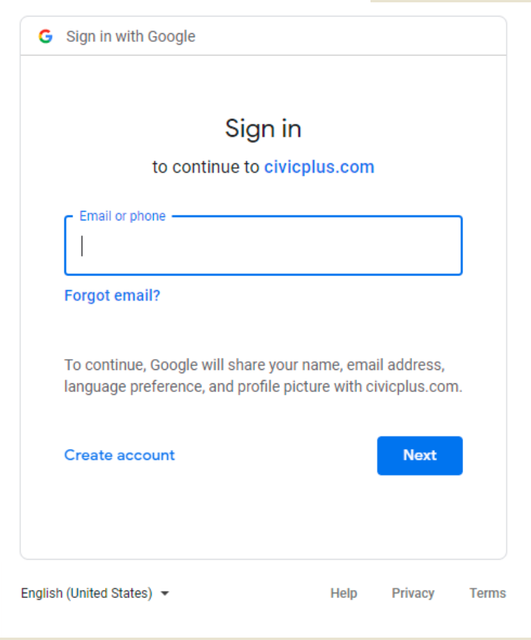
**Step 2** Select Sign Up at top right of screen

# How to Create a 311 Customer Service Account

## Step 3

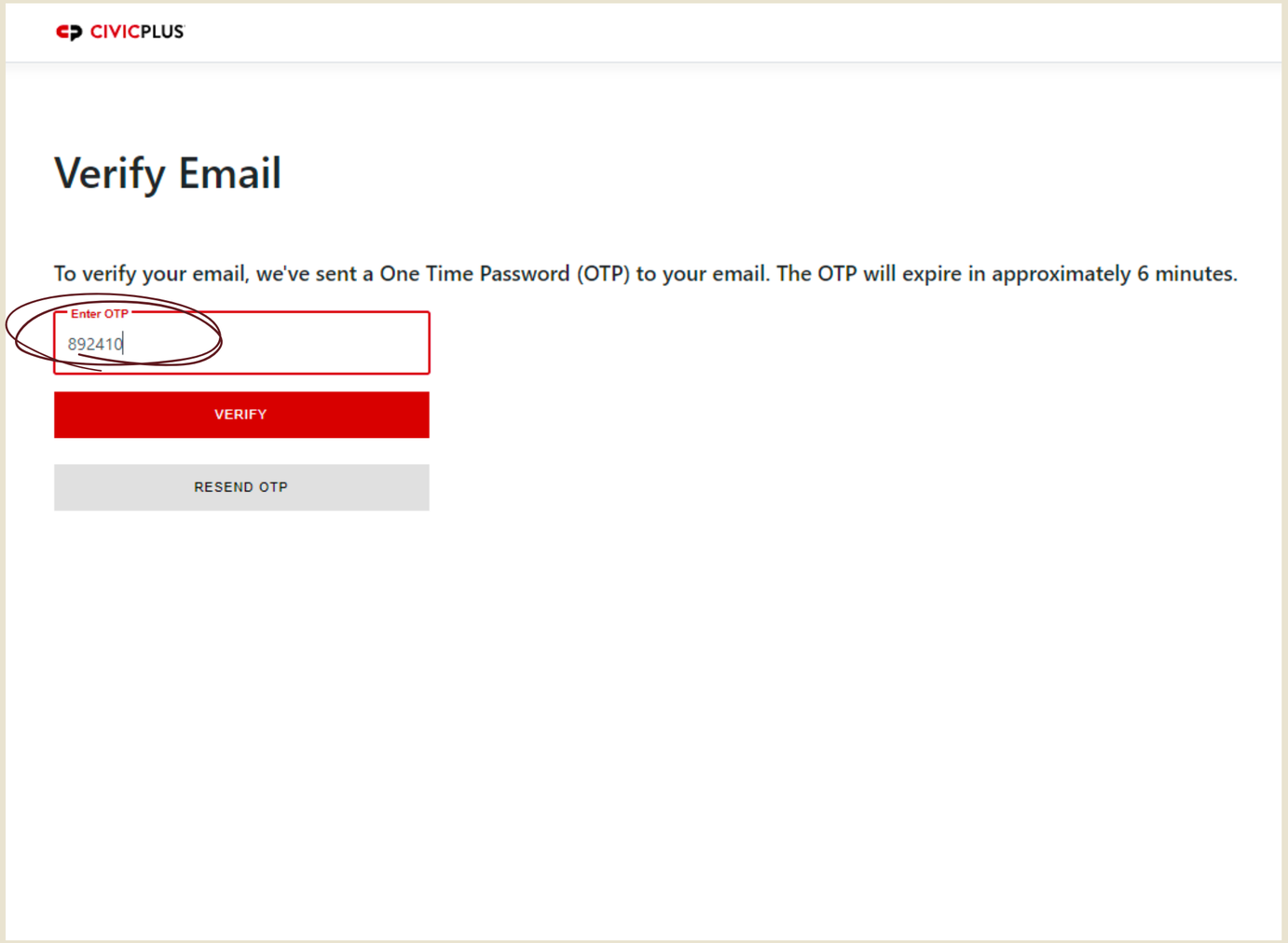
Enter required information on left side of CivicPlus registration window, or register using your secure login from Apple ID, Facebook, Google, or Microsoft on right side of screen




*Select Create Account when required information is complete

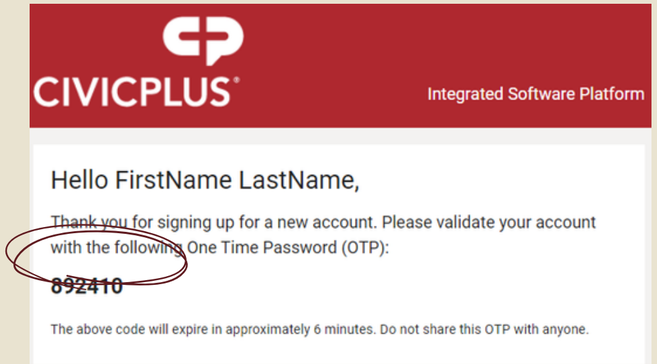
# How to Create a 311 Customer Service Account




*From your email inbox, open the email from CivicPlus Platform

Subject Line "Confirm your email"

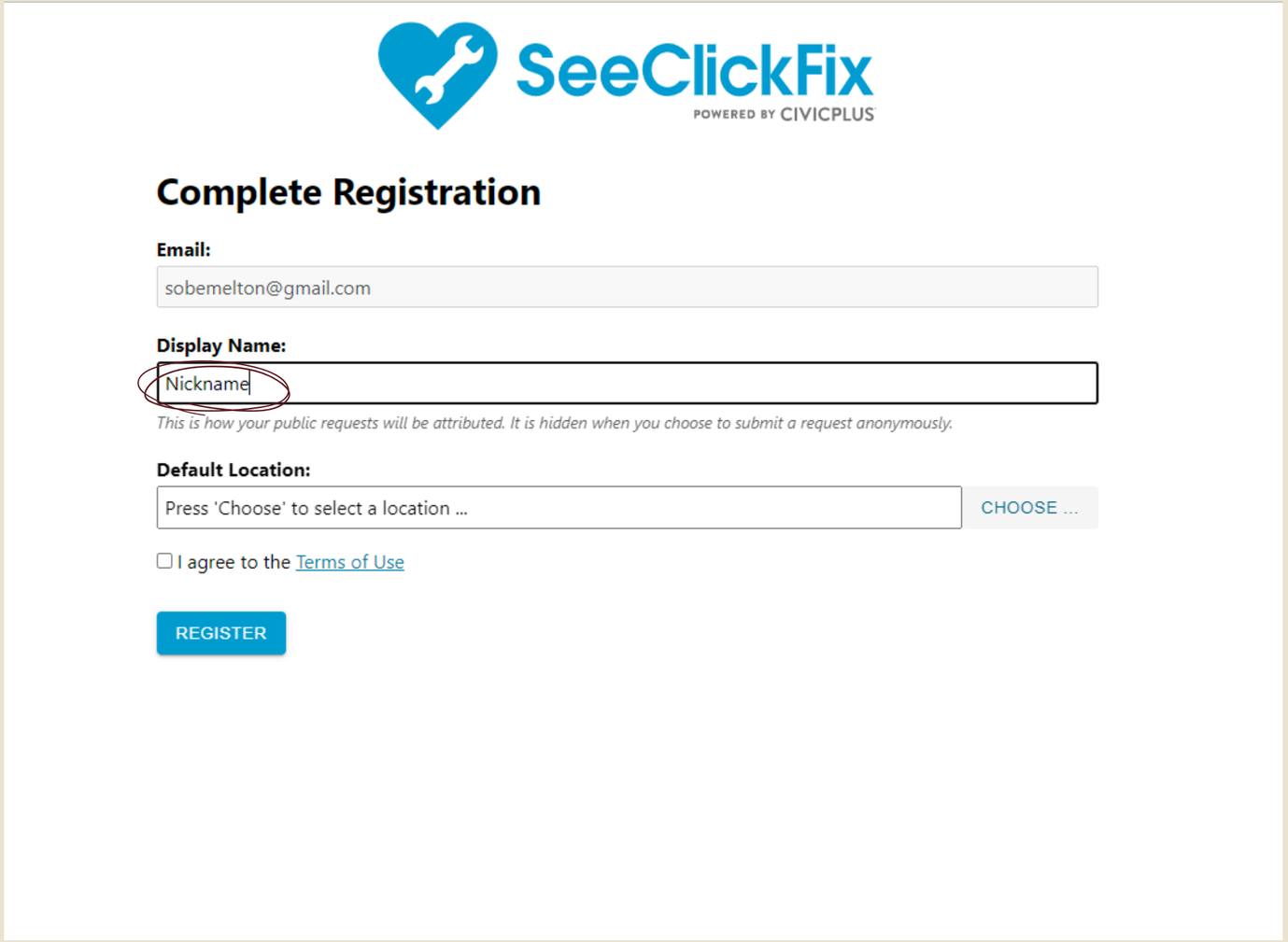
Retrieve the 6-digit code
i.e. 892410



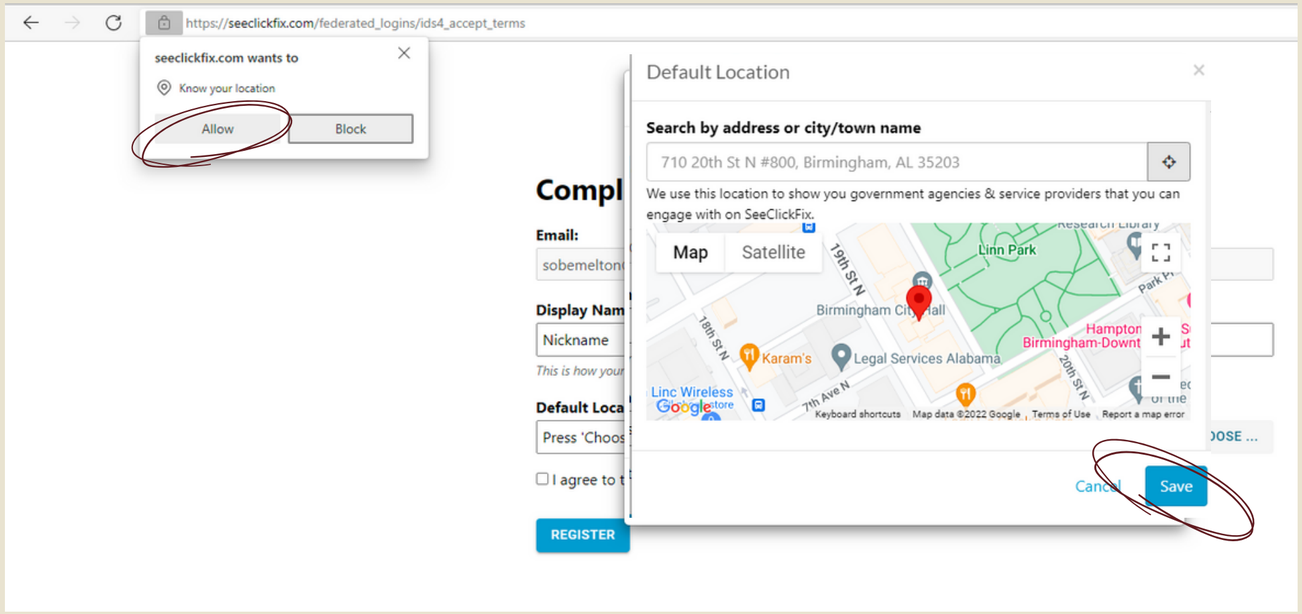

*Enter the 6-digit code in the 'Enter OTP' text field, then Click Verify.

**Step 4** Please continue and verify the email entered on the registration screen

# How to Create a 311 Customer Service Account




**Step 5** To continue registration, please enter a Display Name




# How to Create a 311 Customer Service Account

## Step 6

Set a Default Location by clicking Choose. Click Allow for the site to auto detect your location, or click Don't Allow to enter your default location manually.

*Note: We use this location to show you government agencies & service providers that you can engage with. Click Save when your Default Location is accurate in the 'Search by address' box and on the map display.

# How to Create a 311 Customer Service Account

## Step 7

Please review the Terms of Use, then check the box next to 'I agree to the Terms of Use' to proceed. Then click Register. This completes registration.